



Senior Nutrition Program

Annual Report
2018-2019

SANTA CLARA COUNTY



SOCIAL SERVICES AGENCY



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Creating healthy communities through improving food access, progressive programming, and addressing the needs of changing demographics.

Dear senior nutrition friends,

As this year progresses, we continue, with all your help, to be a beacon of support for the aging community. We don't stop at providing meals, but through partnerships we support case management services, expand service delivery by establishing satellite locations, enhance transportation options, and provide connectivity to other vital health and wellness services. In reflection of this last year, we have come to appreciate more than ever the generosity of this community in providing for our elders, the greatest growing natural resource in Santa Clara County.

Every year, we explore ways to better meet the needs of the community. We are so thankful for legislative changes that increase the ability of our community to be healthy. Recently, Supplemental Security Income (SSI) recipients were eligible to receive CalFresh AND SSI/SSP benefits, oral health expansion at the state level may enhance efforts in Santa Clara County, and new housing measure expanding low-income housing for older adults. As we look to increasing the health of our community, we are aligning with our partners to ensure that communication reaches the older adult community.

In this next year, we hope that we will lean into the wealth of knowledge housed in all our communities' elders and use this to enhance and expand the way that we provide services. Concurrently, we will look to the future of our services to expand our relatability to the Boomer generation. We recognize that this cannot be accomplished in silo. As Mother Teresa so justly puts it, "I can do things you cannot, you can do things I cannot; Together we can do great things." Let's band together to eradicate food insecurity and make this next generation of Santa Clara County elders the healthiest yet.

Sincerely,

Vanessa Merlano
Trisha Lam
Vandana Puri
Aiysha Ahmed
Jennifer Kelly
Belay Tessema

Lilia Roxas
Marilyn Picard
Dieuly Nguyen
Samantha Ho
Manpreet Kaur



Executive Summary

The aging community in Santa Clara County is dramatically changing. This annual report covers the Senior Nutrition Program's progress towards reducing food insecurity, addressing transportation needs, identifying and ameliorating isolation, and identifying programs that help grandparents caring for children in the community. The program builds on and is inspired by the diversity of the older adult community and their individual contributions to the community.

The vision of this program is one of empowered, well-nourished older adults that have access to services regardless of limitations. This is being achieved through partnerships and innovations. In the first year of the Summer Seamless lunch program, more than 2,500 meals were distributed in the Mountain View community.

Looking into the next year, SNP is excited to explore and continue to partner on programs that address the needs of the aging community.

Restaurant Voucher Meal Program

The launch of a restaurant meal program is a project that will help to increase meals service hours to include dinner meals at select restaurants.

Intergenerational Mobile Dining

The goal of this program is to increase intergenerational meals, partner with youth serving organizations, and address the food security needs of grandparents caring for grandchildren.

New Technology Solutions Coming Soon

Later this year, SNP will be launching a searchable Geographic Information System (GIS) map that clients will access online and be able to search nearby SNP locations, determine best transportation routes, assess service offerings, and much more. In 2021, SNP will be putting together a proposal for a database solution that will enable the streamlining of data collection procedures, enhance transportation services by providing benefits on the month of submission, provide real-time data collection, and enhance services through innovative programming.

Over the last fiscal year, SNP has made substantial strides towards achieving program goals and objectives. The process has also yielded significant lessons both on what works for programming for older adults and on how SNP can best manage the funding stream to maximize the health of older adults.

SNP Highlights

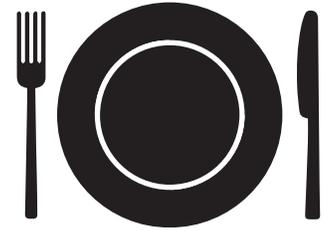
\$9.86
Meal Rate Parity



14,833
Total Participants
Served



1,231,627
Total Meals Served



439
FMOW Phone
Calls



10
Ethnic Cuisines Served



9,633
Shared Ride Gas
Cards



1,908
Monthly Bus
Passes



423
Friendly Visits



5,520
Emergency Meals
Delivered



16,134
Paratransit Rides



Senior Nutrition Program

Through the Older Americans Act (OAA) Nutrition Program, the Santa Clara County Senior Nutrition Program provides healthy meals in group settings, such as senior centers and faith-based locations, as well as in the homes of older adults who live alone. In addition to meals services, the program offers a wide range of services including nutrition screening, socialization, assessment, education, and transportation.

Nutrition services are authorized under Title III-C of the OAA and are designed to promote the general health and well-being of older individuals. The services are intended to:

- reduce hunger and food insecurity,
- promote socialization, and
- delay the onset of adverse health conditions.

Programs target adults age 60 and older who are in greatest social and economic need, with attention to the following groups:

- Low-income older adults
- Minority older individuals
- Older adults in rural communities
- Older individuals with limited English proficiency
- Older adults at risk of institutional care



Timeline

1973

Inception of the Senior Nutrition Program



1974

SNP starts out with 12 congregate meal sites, serving a total of 800 meals/day.



SNP Participants:

61% are age 75+

52% are at or below the FPL

34% live alone

81% are minorities



1974

SNP adds a home delivered meals program, "Meals on Wheels," and starts delivering 100 meals/day to homebound seniors.



1974

Senior Nutrition Program receives funding from the Older American's Act.



Dining/Café Program

The Dining/Café Program offers nutritious and healthy meals at 40 different locations throughout Santa Clara County. These meals are either cooked on site or catered by local restaurants or local food vendors and provide a third of the Recommended Dietary Allowance for an older adult. These café sites allow older adults the opportunity to socialize with one another and access exercise programs, classes, and other resources. The program is open to all older adults age 60 or over.

New Location Targeting Areas of High Density and Low-income Older Adults

Recent support from the Board of Supervisors broadened our reach last year. The Viet Tu Te café program opened its doors in August 2018. It specializes in serving the Vietnamese population, but is open for all. It boasts vegetarian meals prepared by a local caterer and serves the 95112 area of San Jose, a high priority area for SNP given its high percentage of low-income older adults based on the Federal Poverty Level.

Viet Tu Te Highlights:



Serves an average of 110 older adults a day



Located in the Chua Di Lac Buddhist Temple



15,739 meals served in FY 2018-2019

Timeline

1982

SNP collaborates with SHFB to provide supplemental foods, reducing operational costs.



1983

SNP program receives a national award for serving diverse ethnic cuisines for the county's multi-ethnic communities.

New Locations Targeting North County



Masonic Center Café

Located in the heart of downtown Palo Alto, just steps away from Apple Store, local shops, and dining options, the Masonic Center café opened in January 2019. It is the new home for one of three programs operated by La Comida, a non-profit organization serving older adults since 1972. La Comida de California uses fresh ingredients to prepare meals daily. Meals are then delivered to the Masonic Center and served by staff and volunteers. On the inauguration day, participants were happy and excited

to have a meal program located within walking distance of their homes. “This program is amazing,” said Winnie Mihalov. “I usually cook using canned products. The meals here are nourishing and healthier compared to home cooking.” Aside from the meals, most patrons enjoyed socializing with others

Fun Fact: La Comida has been providing nutritious meals for older adults longer than SNP!

India Community Center Café

India Community Center launched a new program in Cupertino in July 2018. The launch of this program has been a great addition to the Indian community in Cupertino. The vegetarian meals are catered by a local vendor and offer buttermilk as a beverage of choice.



1984

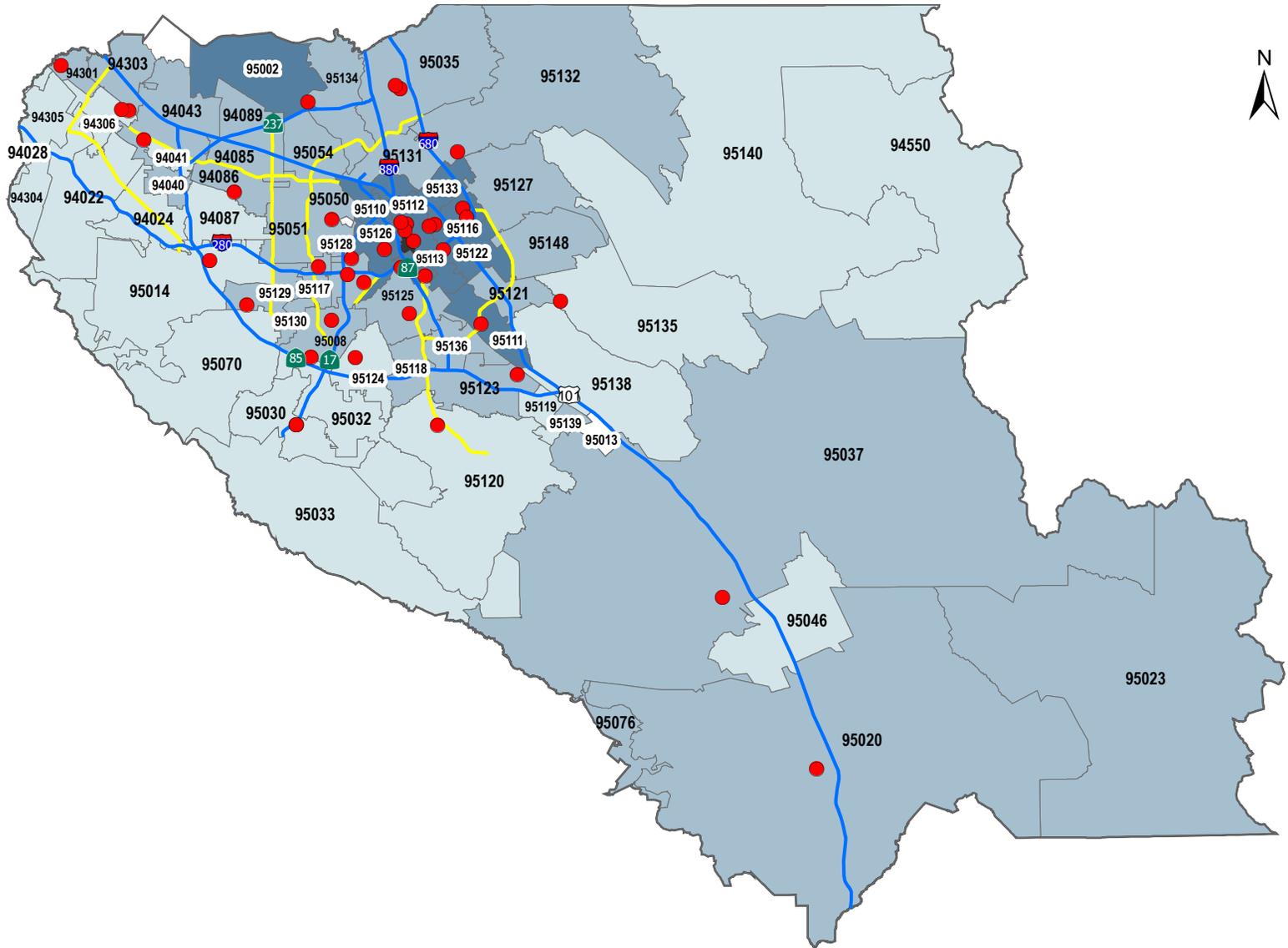
Program expands to 26 congregate meal sites. Meals on Wheels increases amount of home delivered meals to 423.



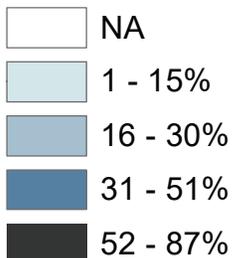
1988

Additional sites are added including: POSSO, AACI, and VAC (Vietnamese American Council), and Yu Ai Kai. Yu Ai Kai also starts home delivered meals program along with a congregate meal program.

SNP Targets Areas of Greatest Need Throughout Santa Clara County



Percent of Older Adults Ages 65 or Over Living Below 185% FPL



● FY2019 Senior Nutrition Program Congregate Meal Sites (N=40)

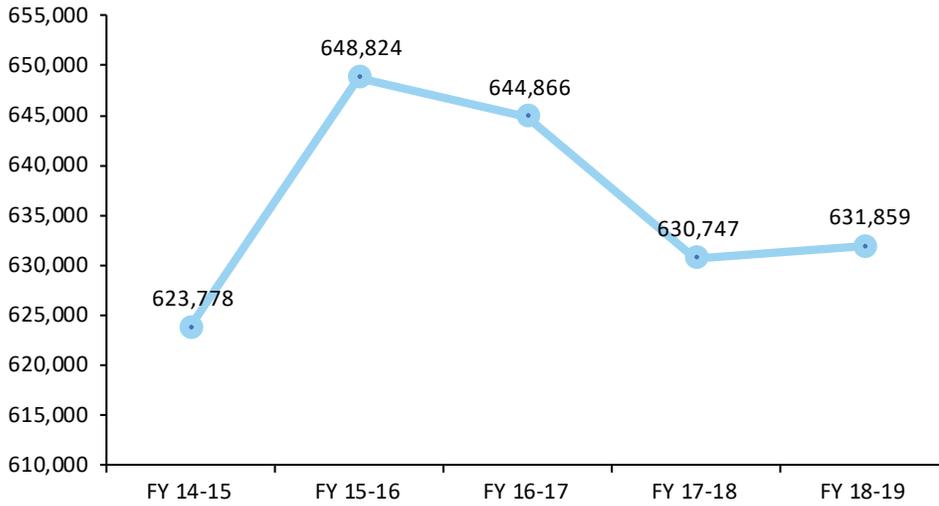
Author: Santa Clara County Social Services Agency Office of Research and Evaluation
 Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates, Table B17024 retrieved on 12/14/2017. Santa Clara County Senior Nutrition Program Congregate Meal Sites, FY2019
 Production Date: August 23, 2018

2019 SNP Meal Sites and Older Adults Under 185% Federal Poverty Level by Zip Code

Service Location Site	City	Zip	Population ≥65 under 185% FPL Rate (percent, rounded)
Alviso Community Center	San Jose	95002	51
Eastside Neighborhood Center	San Jose	95116	51
John XXIII Multi-Service Center	San Jose	95112	51
Mayfair Café	San Jose	95116	51
Northside Community Center	San Jose	95112	51
Portuguese Organization for Social Services Opportunities	San Jose	95116	51
Roosevelt Community Center	San Jose	95116	51
Salvation Army - Seniors Activity Center	San Jose	95112	51
Yu-Ai Kai Senior Center	San Jose	95112	51
Viet Tu Te	San Jose	95122	41
Alma Senior Center	San Jose	95110	38
Seven Trees Community Center	San Jose	95111	38
Billy deFrank Community Center	San Jose	95126	37
Santa Clara Senior Center	Santa Clara	95050	28
Asian Americans for Community Involvement	San Jose	95128	27
Korean-American Community Services, Inc	San Jose	95128	27
Santa Clara Valley Blind Center	San Jose	95128	27
Cypress Senior Center	San Jose	95117	26
Campbell Adult Center	Campbell	95008	25
India Community Center at Milpitas	Milpitas	95035	25
Miplitas Senior Center	Milpitas	95035	25
Sunnyvale Senior Nutrition	San Jose	94086	25
Gilroy Senior Center	Gilroy	95020	24
Berryessa Café	San Jose	95132	23
Moutain View Senior Center	Mountain View	94040	21
Almaden Community Center	San Jose	95125	20
Gardner Community Center	San Jose	95125	20
Masonic Center	Palo Alto	94301	20
Willows Café	San Jose	95125	20
Morgan Hill Senior Café	Morgan Hill	95037	19
Self-Help for the Elderly at Southbay	San Jose	95129	18
Southside Senior Center	San Jose	95123	16
India Community Center	Cupertino	95014	14
Camden Community Center	San Jose	95124	13
Cubberly Senior Center	Palo Alto	94306	13
La Comida at Stevenson House	Palo Alto	94306	13
Live Oak Adult Day Services	Los Gatos	95030	11
Live Oak Senior Nutrition & Services Center	Los Gatos	95030	11
Villa Vasona	Los Gatos	95030	11
Evergreen Community Center	San Jose	95135	10

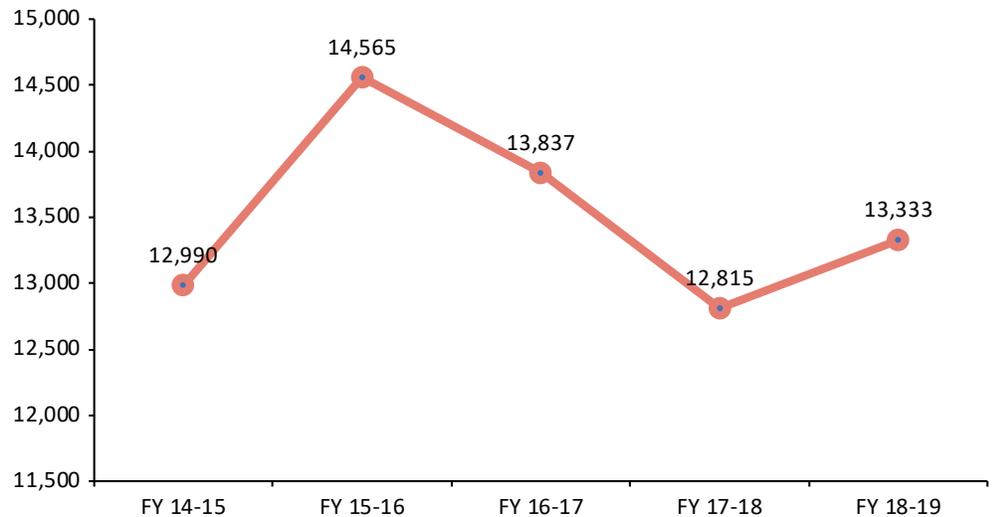
Program Trends

Congregate Meals Served 5 Year Trend



There was an increase of **1,112** congregare meals.

Unduplicated Clients Served 5 Year Trend



There was an increase of **518** unduplicated older adults (~4% Increase).

Timeline

1989

Congregate and MOW serves 749,282 meals (24,000 over budgeted).

There are 10 catered sites & 16 cook on sites.

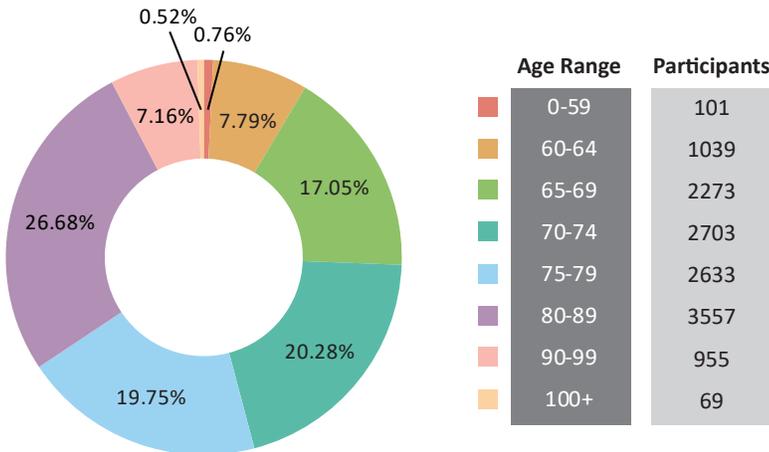


1997

MOW converts from daily hot meal (5 meals/week) to weekly frozen breakfast & lunch (14 meals/week) deliveries.

Participant Demographics

Congregate Meals Participants by Age Range

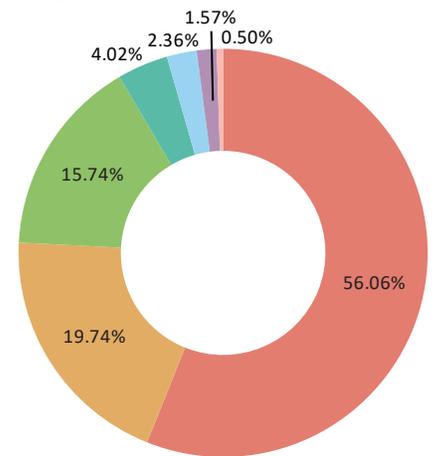


Approximately **54%** of participants in the Congregate Meals Program are 75 years of age or older.

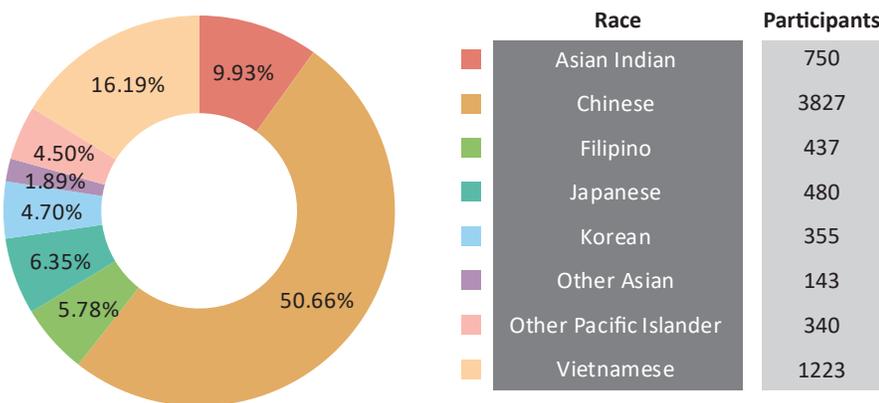
Asian participants (~56%) were the largest demographic group that utilized the program. This represents an approximate **2% increase** from FY 2017-2018.

Race	Participants
Asian & Pacific Islander	7474
White/Non-Hispanic	2632
Hispanic/Latino	2098
Declined to State	536
Other/Multiple Races	315
African Ancestry	209
American Indian or Alaskan Native	67

Congregate Meals Participants by Race



Congregate Meals Participants (Asian)



Participants of **Chinese descent** were the largest sub-group, making up ~51% of the Asian demographic.

1999

Five new congregate sites are added to the program: Self Help for the Elderly in Palo Alto and San Jose, Indo-American Senior Program at Northside, Indo-American Community Service Center in Santa Clara, and Korean American Community Services.

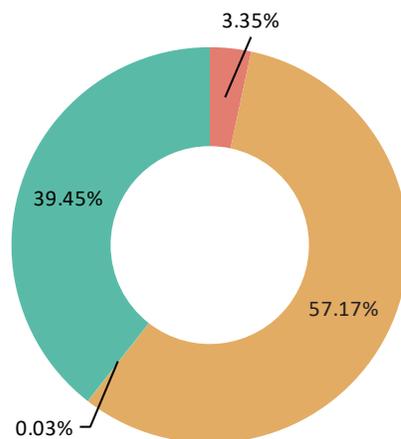


Participant Demographics

2 sexual orientation and gender identity questions were added to the SNP intake form

Gender	Participants
Declined to State	446
Female	7612
Gender Identity - Other	4
Male	5252

Congregate Meals Participants by Gender



Approximately **49%** of Congregate Meals Program participants live at or below the Federal Poverty Level (FPL).

In 2018, the FPL for a household of one (1) person was \$12,140 annually or \$1011.67 monthly.

Approximately **31%** of Congregate Meals participants live alone.

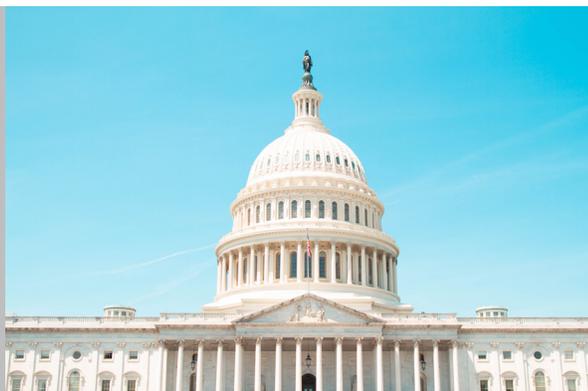


Approximately **20%** of Congregate Meals participants are at nutritional risk.

Timeline

2005

The 5th White House Conference on Aging is held in Washington, D.C.



2011

The first of the nation's baby boomers turn 65.

Participant Satisfaction Survey

In FY 2018-2019, with the assistance of the Office of Research and Evaluation, SNP redesigned Participant Surveys in order to measure participant outcomes. The results of this survey will be utilized to create baseline measures and engagement strategies to optimize the program's services in subsequent years. There were over 1,500 surveys collected.

73% of Congregate Meals participants indicate that the reason they enjoy going to nutrition sites is to see friends and socialize.

66% of participants indicate that they enjoy going to nutrition sites for food.

90% of participants agree or strongly agree that SNP helps them to stay healthy.

89% of participants agree or strongly agree that they are satisfied with meals provided by SNP.



91% of participants agree or strongly agree that socializing at congregate meal sites helps them to maintain their overall health.

2017

The County leads efforts for transportation options for older adults.



2018

The Asian community makes up 54% of congregate participants.



2019

SNP launches an intergenerational food truck pilot program.



Meals on Wheels

The Meals On Wheels (MOW) Program provides meals to homebound, older adults 60 years of age and older who are unable to provide meals for themselves or have difficulty obtaining food because of illness, frailty, or disability. Participants receive nutritious meals equivalent to two-thirds of the Recommended Daily Requirement for older adults.

MOW is a valued safety-net program for many older adults in the community as it allows homebound older adults to maintain their independence and increases their ability to remain in their homes.

**31% are
80-89**



**62% live
alone**

Meet Phil, Our Friendly MOW Participant

Sitting comfortably in his favorite chair, Mr. Phil Frantz recounted his life growing up in the Bay Area. Born at O'Connor Hospital in 1937, Phil went to Abraham Lincoln High School and then San Jose State University. Between that time, he served in the military as a medic and was stationed at Travis Air Force in Texas. He married the love of his life, Diane or "Lady Di" as he liked to call her. Although she is no longer living, he enjoys talking about her. Phil also likes talking about his old neighbors, the Tokiyishi family. "They were kind and good people," he said.



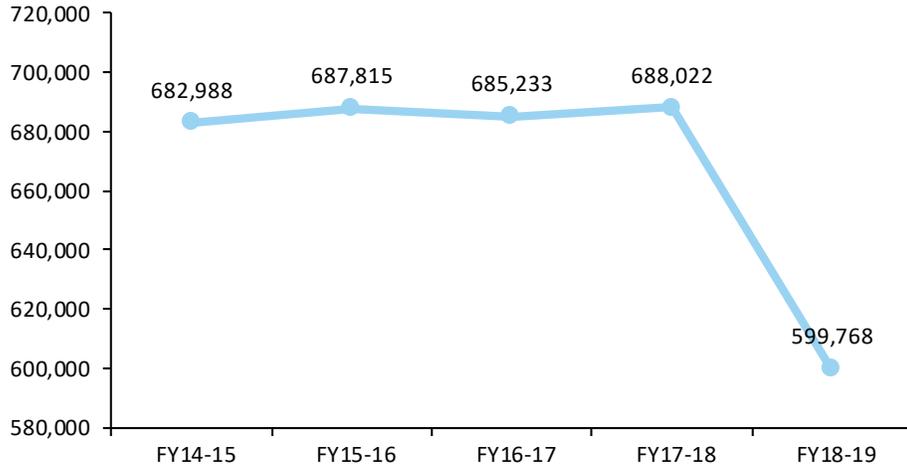
Fast forward to the present, Phil is now living at home alone. He has no children. He has some friends and neighbors who visit as often as they can. He relies on Meals on Wheels due to physical challenges. An unfortunate accident three years ago left him with reduced function on the right side of his body including his arm. He feels dizzy and can easily faint if he stands or walks too long. So, he prefers to stay in the comfort of his home.

He looks forward to seeing Joseph, the Meals on Wheels' driver. Joseph is punctual when delivering the meals and spends time talking and joking with him. "The food is great," he said, but he enjoys intelligent conversations, and seeing Joseph makes him happy.



Program Trends

Meals on Wheels Served 5 Year Trend

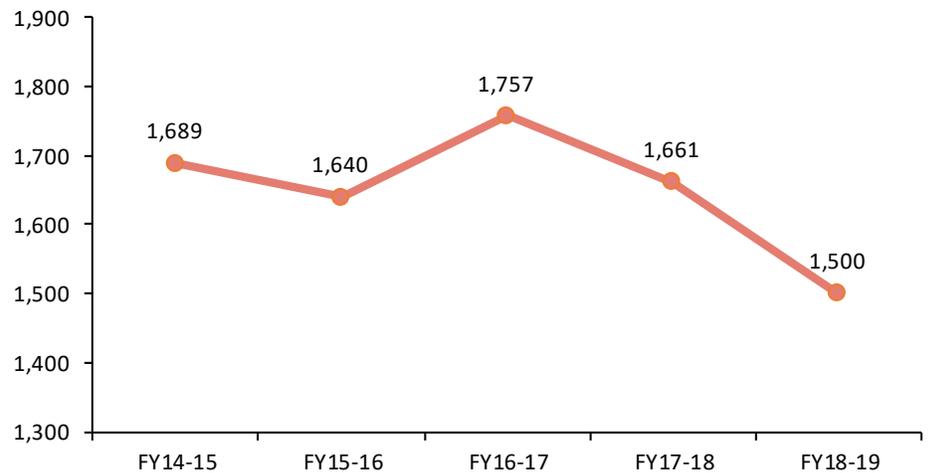


There was an decrease of **88,254 Meals on Wheels meals** served to older adults in FY 2018-2019 (~13% Decrease).

In an effort to increase public knowledge, SNP mailed out informational brochures and letters. 8 large hospitals within Santa Clara County, 12 skilled nursing facilities, and 75 low-income senior housing complexes were targeted during this outreach.

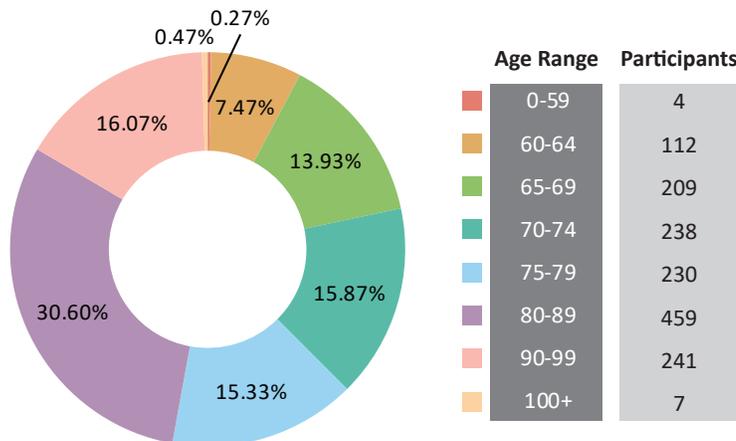
There was an decrease of **161 unduplicated older adults** (~10% Decrease).

Unduplicated Clients Served 5 Year Trend



Participant Demographics

Meals on Wheels Participants by Age Range



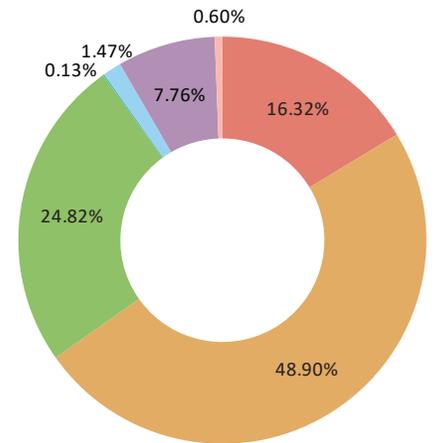
Approximately 31% of MOW participants are **80 - 89 years old**.

Participant Demographics

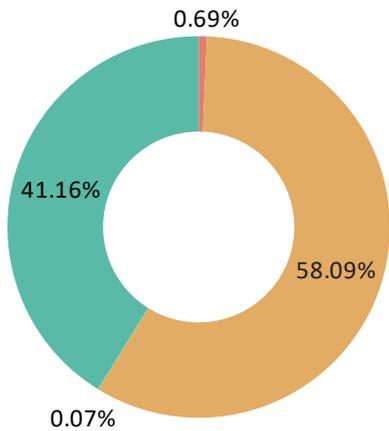
MOW provides meals to a diverse group of homebound older adults.

Race	Participants
Asian & Pacific Islander	244
White/Non-Hispanic	731
Hispanic/Latino	371
Declined to State	2
Other/Multiple Races	22
African Ancestry	116
American Indian or Alaskan Native	9

Meals on Wheels Participants by Race



Meals on Wheels Participants by Gender



Gender	Participants
Declined to State	10
Female	844
Gender Identity - Other	1
Male	598

~58% of MOW participants were female and ~41% were male.

About **81%** of MOW participants live at or below the Federal Poverty Level (FPL). There was a **2% increase** in low-income participants from FY 2017-2018.

In 2018, the FPL for a household of one (1) person was \$12,140 annually or \$1011.67 monthly.



MOW Participant Satisfaction Survey

~89% of MOW participants agree or strongly agree that meals provided by MOW help them maintain their overall health.



~93% of MOW participants agree or strongly agree that the MOW program helps them maintain their independence.



Neighborhood Meals on Wheels

For the first time, Neighborhoods Meals on Wheels (NMOW) was included as a fundable program through our home-delivered meals request for proposal. Although Yu Ai Kai had been a long-standing partner in the delivery of daily hot meals, this was the first year that SNP included it as a competitively procured service. To that end, Yu Ai Kai and Portuguese Organization for Social Services and Opportunities (POSSO) were awarded funds for NMOW programs and target select zip codes within San Jose and Santa Clara. The contracts started July 1, 2019.



Yu Ai Kai

Portuguese
Organization for
Social Services and
Opportunities



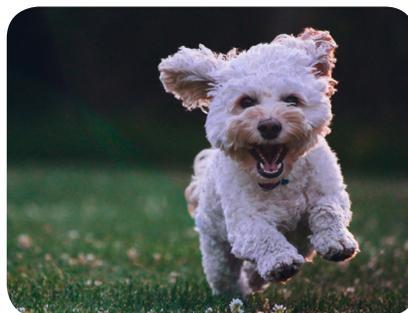
Friends from Meals on Wheels

The Friends from Meals on Wheels Program (FMOW) was launched April 1, 2016. The goal of FMOW is to increase socialization for the County of Santa Clara's isolated and homebound older adults. The Senior Nutrition Program, in collaboration with The Health Trust, is working to ensure the frailest and eldest adults in Santa Clara County are receiving services that increase their physical and mental health, happiness, and quality of life. The Health Trust is adopting a new social isolation tool that will help it track its participant's outcomes more effectively. Additionally, it is expanding the evidence-based programs used for its exercise visits to better meet client needs.

Activities provided to FMOW participants include:

- initial home-visit assessments,
- subsequent home-visits,
- telephone calls,
- exercise home-visits or virtual calls,
- pet food deliveries, and
- birthday card and gift deliveries.

**323 pet
food bags
delivered**



**103 total
clients**

FMOW Program Highlights

423
friendly visits



439
phone calls



41
exercise home
visits



Connie Enjoys FMOW



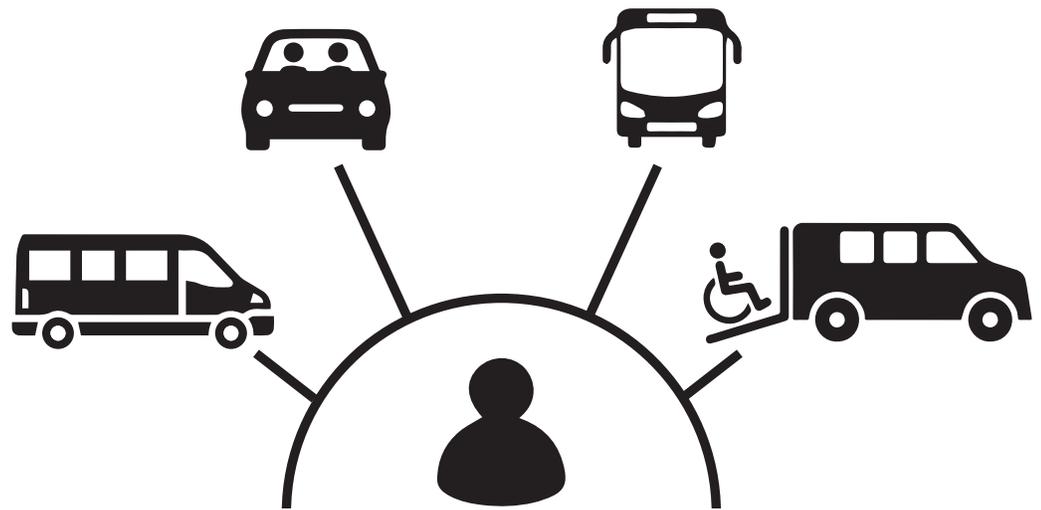
Connie lives in San Jose with her mother, daughter, and a cat. She loves to spend time with friends and enjoys reading in her spare time. She was born in the Azores, an archipelago composed of nine volcanic islands west of Portugal, and has spent most of her life living in the U.S., growing up in a family with strong Portuguese traditions.

In the Portuguese culture, it is part of tradition for children to take care of their aging parents. However, Connie was recently diagnosed with Lymphoma and often feels too tired to take care of her mother and perform daily household tasks. Her daughter, Samantha, was also diagnosed with Lupus a few years ago so she is also unable to help out. Connie is grateful for her friends who come to help her mother, Ilda, with daily activities of living.

Both Connie and Ilda are grateful to receive hot POSSO meals at their doorstep. Connie states that Ilda loves the Portuguese meals prepared

by POSSO, especially the soups. Connie states that both her and Ilda's health have improved since receiving the meals and she feels at ease that she doesn't have to worry about cooking as much. Connie says "the POSSO Neighborhood Meals on Wheels Program is a blessing" and hopes that the program never ends!

Mobility Management Program



For many years, SNP has made its café services more accessible to low income, older adults by offering transportation benefits through its Mobility Management Program (MMP).

The purpose of the MMP is to provide access to a café for participants who otherwise would not be able to access a meal and the socialization opportunities offered. Eligibility for non-paratransit services is determined by income using the Elder Economic Security Index standard for the area, attend at least 8 times per month, and is unable to access the café without the benefits. Paratransit eligibility varies slightly; it is still required for the participant to be low-income and otherwise unable to access the meal sites, but removes the attendance requirement.

In FY 2018-2019, the MMP grew from serving participants at 22 meal sites to operating the program at 40 meal locations. In the Fall, MMP commenced a re-enrollment process where it had every MMP participant complete new applications and go through a eligibility redetermination process. Between all of the program services and ongoing applications, MMP determined eligibility for and served more than 1,300 participants in FY 2018-2019.

Services

SNP distributed a total of **11,541** benefits (gas cards and bus passes) and reimbursed the Santa Clara Valley Transportation Authority for providing a total of **16,134** paratransit rides to nutrition program participants. This represents a 32% increase from FY 2017-2018 in benefits distributed to nutrition participants.



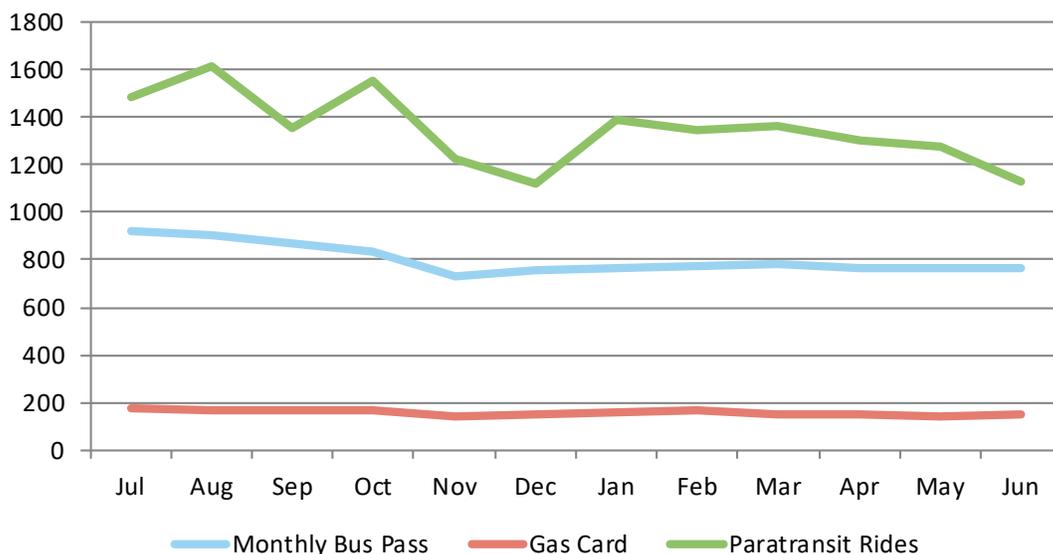
11,541
gas cards and bus passes

16,134
paratransit rides



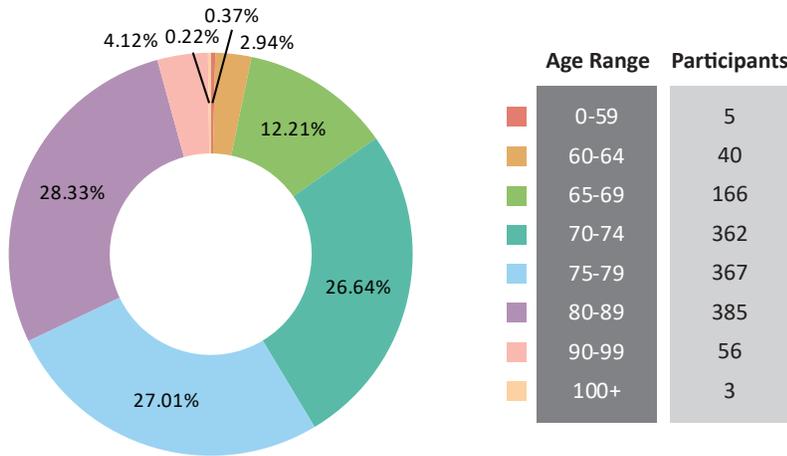
Service Trends

FY 2018-2019 Senior Nutrition Transportation Service Trend



Participant Demographics

Mobility Management Participants by Age Range

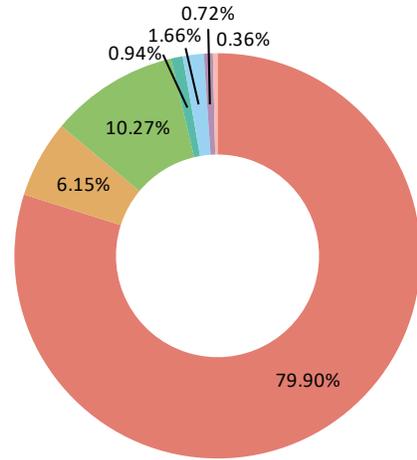


28% of MMP participants are **80-89 years old**.

Asian participants were the largest demographic group utilizing MMP.

Mobility Management Program Participants by Race

Race	Participants
Asian & Pacific Islander	1105
White/Non-Hispanic	85
Hispanic/Latino	142
Declined to State	13
Other/Multiple Races	23
African Ancestry	10
American Indian or Alaskan Native	5



Approximately **80%** of Mobility Management Program participants live at or below the Federal Poverty Level (FPL).

In 2018, the FPL for a household of one (1) person was \$12,140 annually or \$1011.67 monthly.

Approximately **35%** of Mobility Management participants live alone.



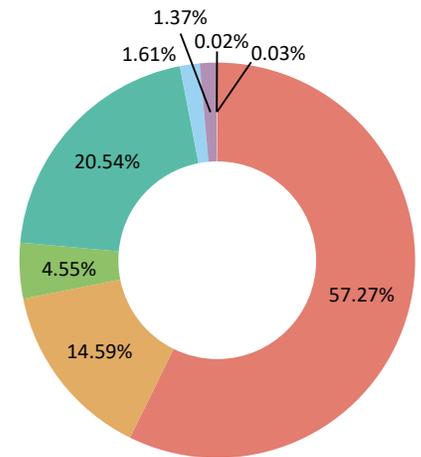
Program Expenditures

In FY 2018-2019, the Senior Nutrition Program expended **\$9,869,987**.

Of the \$9,869,987 expended by the Senior Nutrition Program, \$449,576 was utilized for transportation services through the Mobility Management Program (exclusively funded from the County General fund), \$159,119 went towards funding the Friends from Meals on Wheels Program, and \$7,680,329 funded nutrition services through the Congregate Meals Program and Meals on Wheels Program.

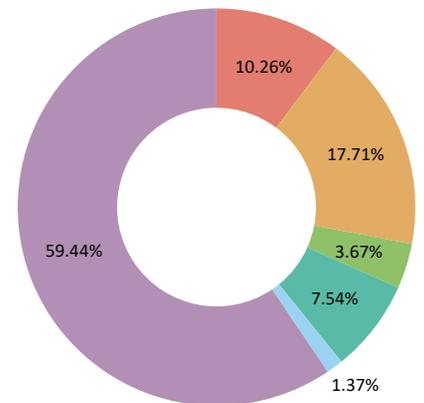
Expenditures

■ Congregate Meals	\$5,652,863
■ Administrative	\$1,440,444
■ Mobility Management	\$449,576
■ Meals on Wheels	\$2,027,466
■ Friends from Meals on Wheels	\$159,119
■ Viet Tu Te	\$135,119
■ Viet Tu Te Mobility Management	\$1,780
■ Mobile Food Truck Pilot	\$3,400
Total Expenditures	\$9,869,987



Funding Sources

■ Nutrition Services Incentive Program	\$1,013,104
■ Title III (Federal)	\$1,748,338
■ Title III (State)	\$362,590
■ Contributions	\$744,005
■ Viet Tu Te (General Fund)	\$135,338
■ County General Fund (Excluding Viet Tu Te)	\$5,866,612
Total Funding	\$9,869,987



Innovations and Partnerships

Expansion of Nutrition Benefits

CalFresh, also known as Food Stamps or Supplemental Nutrition Assistance Program (SNAP), was expanded to Supplemental Security Income (SSI) recipients as of FY 2018-2019. The Senior Nutrition Program worked closely with the SSA Department of Employment and Benefits Services to spread the word throughout our community. All 40 community dining programs received informational flyers, more than 1,000 flyers were sent to home-bound older adults, and more than 50 program stakeholders were provided training on the expansion.

Market Match Program

For the first time this year, the Senior Nutrition Program collaborated with the Public Health Department to promote the Market Match Program to SNP participants. Market match increased access to fruits and vegetables, as participants can get \$10 worth of fruits and vegetables every day when they use their CalFresh EBT card for fruits and vegetables. It was a great way for older adults to increase their consumption of fruits and vegetables and try in-season produce.

As an additional incentive, three dollar cash vouchers were distributed to a total of 8 sites (Eastside, Evergreen, ICC Milpitas, AACI, KACS, Gardner, Southside, and Sunnyvale) along with informational flyers about the program in three languages (English, Spanish and Vietnamese). These locations were targeted because they are within a five mile radius to a participating farmer's market location. A total of 892 vouchers were distributed among the sites.



**SNP had
the highest
cash voucher
redemption rates**

A Community-based Approach to Address Hunger

In Santa Clara County, the traditional congregate lunch program for older adults is simply not enough anymore. During the summer months, older adults take care of their grandchildren and are unable to come to a meal site. To address this issue, SNP collaborated with Mountain View Whisman School District and launched a Summer Seamless Lunch program to provide meals to children, parents, and grandparents in a park setting. 242 older adults, 43% of whom came with grandchildren, were served meals at Rengstroff Park in Mountain View. This pilot program was conducted to examine the need for a community-based, intergenerational approach to address hunger and food insecurity.



242 older
adults
served

2,500 meals
served



Future Challenges

This year has been a year of great growth and discovery. The program continually looks for ways to partner and expand services to the people that need it most.

Despite open minds and a will to be progressive, the program will face many challenges in the future, but is optimistic that strategies will be identified to appropriately address them. In the last year, some of the challenges SNP faced included:

- Inconsistent and lack of staffing of SNP's Mobility Management Program;
- Addressing social determinants that impact health:
 - Despite the growing food insecurity among older adults in Santa Clara County, with nearly 12% of older adults in the county being food insecure¹, there was an approximate 13% decrease in MOW meals served;
 - There is a growing concern of social isolation among MOW participants and the general aging population. Approximately 62% of SNP MOW participants live alone and nearly 8% of all Santa Clara County households are made up of an older adult living alone²;
 - Deteriorating oral health among SNP participants, with about 9% of all SNP participants having tooth or mouth problems that make it hard to eat;
 - Creating inclusivity for the older adult LGBT community;
 - Addressing the growing homeless/transient population in Santa Clara County³;
 - Targeting people experiencing income instability, as 52% of all SNP participants are at or below the FPL;
- Changing and negative perceptions of SNP that impede participation; and
- Engaging the boomer generation that infrequently access services.

References

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3. Applied Survey Research. (2019). *Santa Clara County homeless census & survey: Comprehensive report 2019*. Retrieved from <https://www.sccgov.org/sites/osh/ContinuumofCare/ReportsandPublications/Documents/2015%20Santa%20Clara%20County%20Homeless%20Census%20and%20Survey/2019%20SCC%20Homeless%20Census%20and%20Survey%20Report.pdf>

Future Opportunities

In the coming year, SNP plans to roll out programming to enhance services in the community and address some of the challenges.

Restaurant Voucher Meal Program

The launch of a restaurant meal program will help to increase meals service hours to include dinner meals at select restaurants. The traditional lunch time hour is limiting for certain older adult populations. More people in the Bay Area are working into their older age due to the rising cost of living. The restaurant voucher program would help to alleviate the stress of where the older workforce will find an affordable or free meal during hours that are outside of the traditional SNP mealtime hours.

Intergenerational Mobile Dining

Last year, SNP partnered with Mountain View Whisman School District to offer a mobile meal program at Rengstorff Park in Mountain View. The program was incredibly successful despite the relatively small amount of outreach conducted by SNP. In collaboration with Stanford School of Medicine, a formal research project is being conducted to better understand the population served through this program and how it can improve to meet the needs of grandparents caring for grandchildren.

New Technology Solutions Coming Soon

SNP has been working with the Technology Service and Solutions Department to determine the feasibility of launching a searchable, Geographic Information System (GIS) that would allow for SNP participants to access information to a program at any time and with respect to their location. This GIS map will overlay with other valuable information such as transportation routes, CalFresh accepting restaurants, nearby Farmer's Markets, hours of operation, reservation information, and much more! We are excited to be launching this at the beginning of 2020.

The current data collection platform is outdated and does not provide consistent, reliable data. This is an on-going problem for SNP and can be a deterrent in establishing innovative, non-traditional service models. In the next couple of years, SNP will be working with the county Technology Services and Solutions team to find or retool a database for the program. By creating a user-friendly system to replace the current labor-intensive system, SNP will be able to streamline data collection procedures, enhance transportation services by providing benefits on the month of submission, real-time data collection, enhanced services through innovative programming.

SANTA CLARA COUNTY



SOCIAL SERVICES AGENCY